i ccInfo

Contact Center Wallboard

ccInfo

Wallboard application for
Cisco Unified Contact Center Express

TC&C

Technologies for
Collaboration
& Compliance

Innovative Solutions for Unified Communications and Contact Center Systems

The Power of Information

In today's contact center environment it is of vital importance to keep up with the pace of change and to be able to make necessary immediate business decisions based on permanently available, clear and essential real-time information.

ccInfo enables you to achieve just this capability!

ccInfo is a powerful wallboard application for customer contact centers to visually aid supervisors and agents with real-time statistics on call traffic and handling, as well as to alert staff to resolve arising problems without delay to ensure a seamless contact center operation.

Boost the performance of your customer contact center:

- Provide a powerful visual aid to the whole staff. The wallboard can be configured to the needs of your organization.

- Increase productivity by freeing up valuable time for your supervisors and heads of teams: they will manage by exception instead of spending time constantly monitoring, thus having more time for strategic management and coaching agents.

- Motivate the team with a physical wallboard that displays the key statistics, broadcast messages, thresholds and alerts.

- Improve teamwork by keeping remote agents informed so they feel part of the team.

The right information to the right place at the right time

The ccInfo application collects real-time information from the Cisco Unified Contact Center Express (UCCx) environment and can display it on large wall displays or on any desktop either in a web browser or within the Cisco UCCx Agent Desktop. ccInfo supports the dislay and processing of all built-in Cisco UCCx queue statistic fields. The essence of the collected information can be displayed on XML capable Cisco IP phones, as well as on browser-enabled mobile phones.

Create many wallboard layouts tailored to your organization's need with personalized information. The easy and flexible configuration allows group, queue, or even agent level display of user-selectable key performance indicators. Real time display of agents'status is evident.

In ccInfo you can set thresholds with automatic alarms like color change, audible alarm or even e-mail.

Authorized users can add/modify/schedule broadcast messages quickly and easily.

Many wallboards can be defined and configured for even individual agents if needed.

Consolidated view

With ccInfo you can pool together information from many CSQs onto a single wallboard to provide a consolidated view of the entire contact center's performance. ccInfo is a scalable solution that makes it easy to add additional wallboards.

Working with ccInfo

Due to integrated authentication, UCCx agents and supervisors can login to ccInfo with their UCCx user account, right after installation. Supervisors are automatically authorized to view, create and edit wallboards, while agents have just wallboard viewer permission, by default.

Built-in ccInfo administrator can change the default authorization level of UCCx users (wallboard viewer, editor or administrator) but also can create ccInfo users independently from UCCx.

Users with administrator right can also synchronize UCCx to ccInfo with a simple click on the ccInfo web GUI. After synchronization UCCx Teams and CSQs are available immediately in ccInfo's Wallboard Designer.

ccInfo provides built-in wallboard templates (predefined design) to facilitate creating wallboards. Only the CSQ and/or Team associations should be defined in a template to get a displayable wallboard.

Of course, wallboard editors can create absolutely individual wallboards, as well. ccInfo's Wallboard Designer is a user-friendly WYSIWYG application, so wallboard design shouldn't be a problem for anyone.

Features

Main functions

- Display live contact center statistics from the standard real-time report tables of the UCCx system.

- Wallboards can be displayed and handled via a Web-browser or even in the UCCx Agent Desktop.

- Secured access to display or configure the wallboard(s) or administer the system and users.

- Assign wallboards to groups or individual users, so every user can have different wallboard layouts and settings if needed.

- Support for displaying UCC agent status and viewing CSQ statistics on XML capable Cisco IP phones.

Infobits: the powerful building elements

Customized wallboards can be easily created by using "infobits", ccInfo's powerful building elements.

The following overview summarizes the different types of infobits.

Agent infobits

- Agents' Status
- Individual Agent's Status

These infobits display status of all agents and individual agents, respectively.

CSQ infobits

- CSQ Metrics
- CSQ Gauge
- CSQ Bar Chart
- CSQ Ticker

The infobits above display contact service queue related real-time data in several text and graphic forms. Various thresholds can be defined to which fully customizable formats can be assigned. The appearance of the infobits dinamically changes depending on the current CSQ values and the threshold settings.

Messaging infobit

- Scrolling Message

By means of this infobit scrolling text messages can be dispatched with optional alarm sound when content changes.

General infobits

- Clock
- Static Picture/Text

They show the current system time in custom format and any time zone and other general information, respectively.

Layout infobit

- Group

Infobits can be combined into a group. It facilitates to position them together and to provide them with a single frame and title.

Technical specification

Supported Cisco UCC Express versions	3.x, 4.x, 5.x, 6.x, 7.x, 8.x, 9.x, 10.x, 11.x
Server Operating System	Microsoft Windows 2012/2016 Server, 32-bit/64-bit
Application Server	Apache Tomcat 8.5
Database Server	MySQL 5.5
Supported Client Browsers	Internet Explorer 6.x or later Mozilla Firefox 1.x or later
Supported Language	English Hungarian Other languages optionally supported

www.tcandc.com